

# HP Smart Array 6i Controller User Guide



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Part Number 347914-001

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### **Audience Assumptions**

**This guide is for the person who installs, administers, and troubleshoots servers and storage systems. HP assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with hazardous energy levels.**

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# Overview of the Server Setup Procedure

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## Setting Up An Autoconfigurable Server

New HP ProLiant server models self-configure when they are powered up for the first time. During this autoconfiguration process, the system language is set to English by default, and Microsoft® Windows® 2000 is selected as the default operating system. (However, the operating system must still be **installed**. This is done later in the overall server setup procedure.) Also, if the server has fewer than seven physical drives installed, they are automatically configured into a logical drive with a suitable RAID level.

For more information about the autoconfiguration process, refer to the server-specific setup and installation guide or the *HP ROM-Based Setup Utility User Guide*.

**IMPORTANT:** Do not power up the server until the hardware configuration is satisfactory, as described in the procedure given in this section.

To set up the server:

1. Install physical drives if necessary. (The number of drives present determines the RAID level that is autoconfigured. For details, refer to the server-specific setup and installation guide or the *HP ROM-Based Setup Utility User Guide*.)
2. Power up the server. The autoconfiguration process runs. (To change the system language or operating system from their default settings, press the **F9** key. This action opens RBSU, which allows you to manually configure the server.)
3. When autoconfiguration has finished running, use the SmartStart CD that is supplied in the server kit to install the operating system and device drivers. Instructions are provided with the CD.

4. Create and format additional logical drives if desired ("Configuring an Array" on page [9](#)).

The server is now ready to use.

# Updating the Firmware

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## Methods for Updating the Firmware

To update the firmware on the server, controller, or hard drives, use Smart Components. These components are available on the Firmware Maintenance CD. A more recent version of a particular component might be available on the support page of the HP website (<http://www.hp.com/support>). Components for controller and hard drive firmware updates are also available from the software and drivers page for storage products (<http://www.hp.com/support/proliantstorage>).

1. Find the most recent version of the component that you require. Components for controller firmware updates are available in offline and online formats.
2. Follow the instructions for installing the component on the server. These instructions are given with the CD and are provided on the same Web page as the component.
3. Follow the additional instructions that describe how to use the component to flash the ROM. These instructions are provided with each component.





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# Configuring an Array

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## Introduction

HP provides two utilities for manually configuring an array on a Smart Array controller:

- ACU—A versatile, browser-based utility that provides maximum control over configuration parameters
- ORCA—A simple ROM-based configuration utility that runs on all operating systems

**NOTE:** To copy a particular array configuration to several other servers on the same network, use ACR or the scripting capability of ACU. ACR is provided in the SmartStart Scripting Toolkit, available on the HP website (<http://www.hp.com/servers/sstoolkit>).

Whichever utility you use, the following limitations apply:

- For the most efficient use of drive space, do not mix drives of different capacities within the same array. The configuration utility treats all physical drives in an array as if they have the same capacity as the smallest drive in the array. The excess capacity of any larger drives is wasted because it is unavailable for data storage.
- The probability that an array will experience a drive failure increases with the number of physical drives in the array. If you configure a logical drive with RAID 5, keep the probability of failure low by using no more than 14 physical drives in the array.

For information about default array configuration settings, refer to the *HP Array Configuration Utility User Guide*. This document is available on the Documentation CD that is provided in the controller kit.

For conceptual information about arrays, logical drives, and fault-tolerance methods, refer to "Drive Arrays and Fault-Tolerance Methods (on page [39](#))."

## Comparing the Utilities

**NOTE:** In both tables, a *y* in the appropriate column indicates that the feature or procedure is supported, while an *n* indicates that the feature or procedure is not supported.

Supported Features	ACU	ORCA
Uses a graphical interface	y	n
Available in languages other than English	y	n
Executable at any time	y	n
Available on CD	y	n
Uses a wizard to suggest the optimum configuration for an unconfigured controller	y	n
Describes configuration errors	y	n

Supported Procedures	ACU	ORCA
Creation and deletion of arrays and logical drives	y	y
Assignment of RAID level	y	y
Sharing of spare drives among several arrays	y	n
Assignment of multiple spare drives per array	y	n
Setting of stripe size	y	n
Migration of RAID level or stripe size	y	n
Configuration of controller settings	y	n
Expansion of an array	y	n
Creation of multiple logical drives per array	y	n
Setting of boot controller	n	y

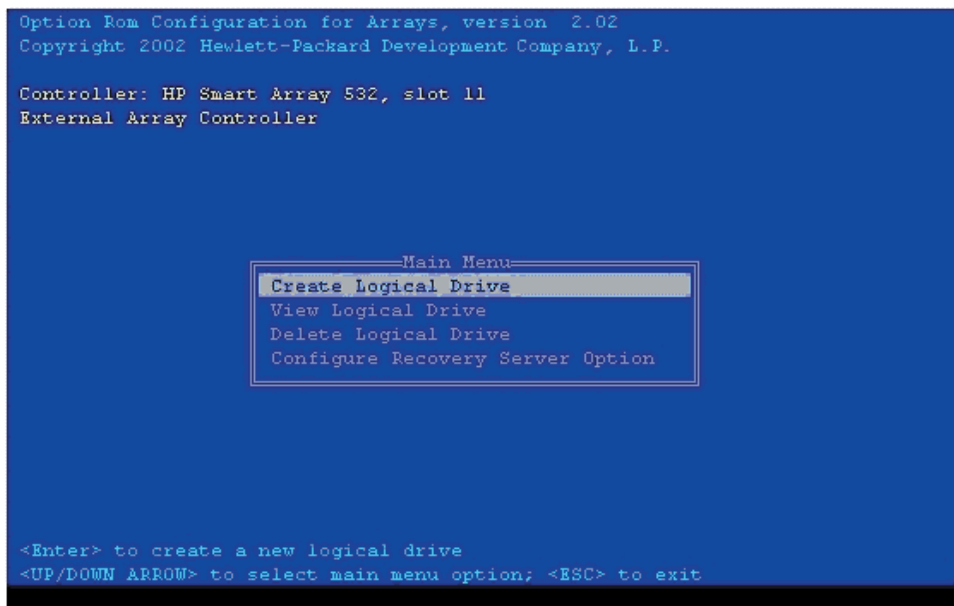
## Using ACU

For detailed information about using ACU, refer to the *HP Array Configuration Utility User Guide*. This document is available on the Documentation CD that is provided in the controller kit.

## Using ORCA

When a server is powered up, POST runs, and any array controllers that are in the system are initialized. If the array controller supports ORCA, POST temporarily halts, and an ORCA prompt message is displayed for approximately five seconds. (If ORCA is not supported, the prompt message is not displayed, and the system continues with the startup sequence.)

While the prompt is displayed, press the **F8** key to start ORCA. The ORCA main menu is displayed, allowing you to create, view, or delete a logical drive. (On a ProLiant system, you can also use ORCA to set the currently selected controller as the boot controller.)



## Configuration Procedure

To create a logical drive using ORCA:

1. Select **Create Logical Drive**.

The screen displays a list of all available (unconfigured) physical drives and the valid RAID options for the system.

2. Use the **Arrow** keys, **Spacebar**, and **Tab** key to navigate around the screen and set up the logical drive, including an online spare drive if one is required.

**NOTE:** You cannot use ORCA to configure one spare drive to be shared among several arrays. Only ACU enables you to configure shared spare drives.

3. Press the **Enter** key to accept the settings.

4. Press the **F8** key to confirm the settings and save the new configuration.

After several seconds, the **Configuration Saved** screen appears.

5. Press the **Enter** key to continue.

You can now create another logical drive by repeating the previous steps.

**NOTE:** Newly created logical drives are invisible to the operating system. To make the new logical drives available for data storage, format them using the instructions given in the operating system documentation.



# Installing the Device Drivers

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## Installing the Device Drivers

The drivers for the controller are located on the SmartStart CD. Updates are posted to the HP website (<http://www.hp.com/support>).

If you use the Assisted Installation path feature of SmartStart to install the operating system on a new server, the drivers are automatically installed at the same time.

You can also use SmartStart to update the drivers manually. For more information, refer to the SmartStart documentation.





# Installing the Management Agents

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## Installing Management Agents

If you use the Assisted Installation path feature of SmartStart to install the operating system on a new server, the Management Agents are automatically installed at the same time.

You can update the Management Agents by using the latest versions of the agents from the HP website (<http://www.hp.com/servers/manage>). The procedure for updating the agents is provided on the same Web page.

If the new agents do not function correctly, you might also need to update Insight Manager. The latest version of Insight Manager is available for download at the HP website (<http://www.hp.com/servers/manage>).



# Using the Battery-Backed Write Cache Option

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## Recovering Data from the Battery-Backed Write Cache

If the server fails, you can recover any data temporarily trapped in the battery-backed write cache (BBWC) by using the following procedure.



**CAUTION:** Before starting this procedure, read the information about protecting against electrostatic discharge ("Electrostatic Discharge" on page [51](#)).

1. Either:
  - Set up a recovery server station using an identical server model. Do not install any internal drives or BBWC in this server. (This is the preferred option.)
  - Find a server that has enough empty drive bays to accommodate all the drives from the failed server and that meets all the other requirements for drive and array migration ("Moving Drives and Arrays" on page [31](#)).
2. Power down the failed server. If there is data trapped in the cache module, an amber LED on the module blinks every 16 seconds.



**CAUTION:** Do not detach the cable that connects the battery pack to the memory module. Detaching the cable causes any unsaved data in the memory module to be lost.

3. Transfer the hard drives from the failed server to the recovery server station.

4. Remove the BBWC module (cache module and battery pack) from the failed server.
5. Either:
  - Insert the BBWC module into an empty BBWC DIMM socket on the system board of the recovery server.
  - Insert the BBWC module into an empty BBWC DIMM socket on any Smart Array 641 or 642 controller in the recovery server.
6. Power up the recovery server. A 1759 POST message is displayed, stating that valid data was flushed from the cache. This data is now stored on the drives in the recovery server. You can now transfer the drives (and controller, if one was used) to another server.

## Replacing the Battery Pack

This component uses a nickel metal hydride (NiMH) battery pack.



**WARNING:** There is a risk of explosion, fire, or personal injury if a battery pack is mishandled. To reduce this risk:

- Do not attempt to recharge the batteries if they are disconnected from the controller.
- Do not expose the battery pack to water, or to temperatures higher than 60°C (140°F).
- Do not abuse, disassemble, crush, or puncture the battery pack.
- Do not short the external contacts.
- Replace the battery pack only with the designated HP spare.

**Battery disposal should comply with local regulations.**



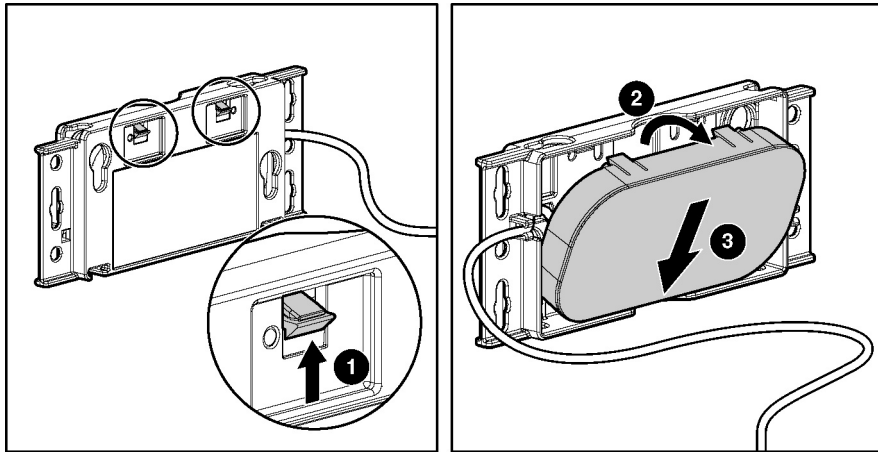
Batteries, battery packs, and accumulators should not be disposed of together with the general household waste. To forward them to recycling or proper disposal, use the public collection system or return them by established parts return methods to HP, an authorized HP Partner, or one of their agents.

For more information about battery replacement or proper disposal, contact an authorized reseller or an authorized service provider.

To replace the battery pack:

1. Power down the server.
2. Remove the cache module from the server.
3. If the cache cable is not already fully extended, unwind it from around the battery pack.
4. Push the plastic retainer tabs through the slots in the battery case (1).
5. Tilt the battery pack away from the battery case (2). (The angle is exaggerated in the drawing for clarity.)
6. Press down on the battery pack to expel the lower lip on the battery pack from the slot in the battery case (3).

The battery pack drops out of the case.



To install the new battery pack, reverse this procedure.

**IMPORTANT:** After installing the new battery pack and replacing the BBWC module in the server, it may take up to 45 minutes for the battery to recharge and the BBWC to become fully enabled.



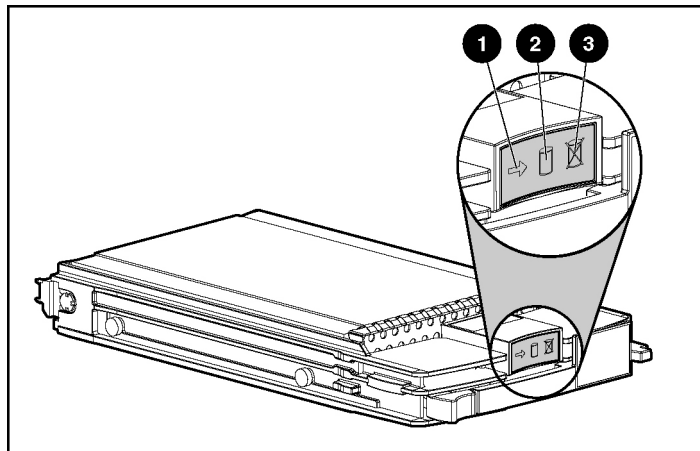
# Replacing, Moving, or Adding Hard Drives

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## Identifying the Status of a Hard Drive

When a drive is configured as a part of an array and attached to a powered-up controller, the condition of the drive can be determined from the illumination pattern of the hard drive status lights (LEDs). The table ("Hot-Plug SCSI Hard Drive LED Combinations" on page [24](#)) describes the meanings of the different illumination patterns in a ProLiant system.



## Hot-Plug SCSI Hard Drive LED Combinations

Activity LED (1)	Online LED (2)	Fault LED (3)	Interpretation
On, off, or flashing	On or off	Flashing	A predictive failure alert has been received for this drive. Replace the drive as soon as possible.
On, off, or flashing	On	Off	The drive is online and is configured as part of an array. If the array is configured for fault tolerance and all other drives in the array are online, and a predictive failure alert is received or a drive capacity upgrade is in progress, you may replace the drive online.
On or flashing	Flashing	Off	<b>Do not remove the drive. Removing a drive may terminate the current operation and cause data loss.</b> The drive is rebuilding or undergoing capacity expansion.
On	Off	Off	<b>Do not remove the drive.</b> The drive is being accessed, but (1) it is not configured as part of an array; (2) it is a replacement drive and rebuild has not yet started; or (3) it is spinning up during the POST sequence.
Flashing	Flashing	Flashing	<b>Do not remove the drive. Removing a drive may cause data loss in non-fault-tolerant configurations.</b> Either (1) the drive is part of an array being selected by an array configuration utility; (2) Drive Identification has been selected in Insight Manager; or (3) drive firmware is being updated.
Off	Off	On	The drive has failed and been placed offline. You may replace the drive.
Off	Off	Off	Either (1) the drive is not configured as part of an array; (2) the drive is configured as part of an array, but it is a replacement drive that is not being accessed or being rebuilt yet; or (3) the drive is configured as an online spare. If the drive is connected to an array controller, you may replace the drive online.



## Recognizing Hard Drive Failure

In a ProLiant system, a steadily glowing Fault LED indicates that that drive has failed. Other means by which hard drive failure is revealed are:

- The amber LED on the front of a storage system illuminates if failed drives are inside. (However, this LED also illuminates when other problems occur, such as when a fan fails, a redundant power supply fails, or the system overheats.)
- A POST message lists failed drives whenever the system is restarted, as long as the controller detects at least one functional drive.
- ACU represents failed drives with a distinctive icon.
- Insight Manager can detect failed drives remotely across a network. (For more information about Insight Manager, refer to the documentation on the Management CD.)
- ADU lists all failed drives.

For additional information about diagnosing hard drive problems, refer to the *Servers Troubleshooting Guide*.



**CAUTION:** Sometimes, a drive that has previously been failed by the controller may seem to be operational after the system is power-cycled or (for a hot-pluggable drive) after the drive has been removed and reinserted. However, continued use of such marginal drives may eventually result in data loss. Replace the marginal drive as soon as possible.

## Effects of a Hard Drive Failure

When a hard drive fails, all logical drives that are in the same array are affected. Each logical drive in an array may be using a different fault-tolerance method, so each logical drive can be affected differently.

- RAID 0 configurations cannot tolerate drive failure. If any physical drive in the array fails, all non-fault-tolerant (RAID 0) logical drives in the same array will also fail.

- RAID 1+0 configurations can tolerate multiple drive failures as long as no failed drives are mirrored to one another.
- RAID 5 configurations can tolerate one drive failure.
- RAID ADG configurations can tolerate simultaneous failure of two drives.

## Compromised Fault Tolerance

If more hard drives fail than the fault-tolerance method allows, fault tolerance is compromised, and the logical drive fails. In this case, all requests from the operating system are rejected with unrecoverable errors. You are likely to lose data, although it can sometimes be recovered (refer to "Recovering from Compromised Fault Tolerance" on page [26](#)).

One example of a situation in which compromised fault tolerance may occur is when a drive in an array fails while another drive in the array is being rebuilt. If the array has no online spare, any logical drives in this array that are configured with RAID 5 fault tolerance will fail.

Compromised fault tolerance can also be caused by non-drive problems, such as a faulty cable or temporary power loss to a storage system. In such cases, you do not need to replace the physical drives. However, you may still have lost data, especially if the system was busy at the time that the problem occurred.

## Recovering from Compromised Fault Tolerance

If fault tolerance is compromised, inserting replacement drives does not improve the condition of the logical volume. Instead, if the screen displays unrecoverable error messages, perform the following procedure to recover data:

1. Power down the entire system, and then power it back up. In some cases, a marginal drive will work again for long enough to enable you to make copies of important files.

If a 1779 POST message is displayed, press the **F2** key to re-enable the logical volumes. Remember that data loss has probably occurred and any data on the logical volume is suspect.

2. Make copies of important data, if possible.

3. Replace any failed drives.
4. After you have replaced the failed drives, fault tolerance may again be compromised. If so, cycle the power again. If the 1779 POST message is displayed:
  - a. Press the **F2** key to re-enable the logical drives.
  - b. Recreate the partitions.
  - c. Restore all data from backup.

To minimize the risk of data loss that is caused by compromised fault tolerance, make frequent backups of all logical volumes.

## Replacing Hard Drives

The most common reason for replacing a hard drive is that it has failed. However, another reason is to gradually increase the storage capacity of the entire system ("Upgrading Hard Drive Capacity" on page [30](#)).

If you insert a hot-pluggable drive into a drive bay while the system power is on, all disk activity in the array pauses while the new drive is spinning up. This spin-up process usually lasts for approximately 20 seconds. When the drive has achieved its normal spin rate, data recovery to the replacement drive begins automatically (as indicated by the blinking Online LED on the replacement drive) if the array is in a fault-tolerant configuration.

If you replace a drive belonging to a fault-tolerant configuration while the system power is off, a POST message is displayed when the system is next powered up. This message prompts you to press the **F1** key to start automatic data recovery. If you do not enable automatic data recovery, the logical volume remains in a ready-to-recover condition and the same POST message is displayed whenever the system is restarted.

## Factors to Consider Before Replacing Hard Drives

- In systems that use external data storage, be sure that the server is the first unit to be powered down and the last to be powered back up. Taking this precaution ensures that the system does not erroneously mark the drives as failed when the server is powered up.

- If you set the SCSI ID jumpers manually:
  - Check the ID value of the removed drive to be sure that it corresponds to the ID of the drive marked as failed.
  - Set the same ID value on the replacement drive to prevent SCSI ID conflicts.

Before replacing a degraded drive:

- Open Insight Manager and inspect the Error Counter window for each physical drive in the same array to confirm that no other drives have any errors. (For details, refer to the Insight Manager documentation on the Management CD.)
- Be sure that the array has a current, valid backup.
- Use replacement drives that have a capacity at least as great as that of the smallest drive in the array. The controller immediately fails drives that have insufficient capacity.

To minimize the likelihood of fatal system errors, take these precautions when removing failed drives:

- Do not remove a degraded drive if any other drive in the array is offline (the Online LED is off). In this situation, no other drive in the array can be removed without data loss.

Exceptions:

- When RAID 1+0 is used, drives are mirrored in pairs. Several drives can be in a failed condition simultaneously (and they can all be replaced simultaneously) without data loss, as long as no two failed drives belong to the same mirrored pair.
- When RAID ADG is used, two drives can fail simultaneously (and be replaced simultaneously) without data loss.
- If the offline drive is a spare, the degraded drive can be replaced.
- Do not remove a second drive from an array until the first failed or missing drive has been replaced **and** the rebuild process is complete. (The rebuild is complete when the Online LED on the front of the drive stops blinking.)

These cases are the exceptions:

- In RAID ADG configurations, any two drives in the array can be replaced simultaneously.
- In RAID 1+0 configurations, any drives that are not mirrored to other removed or failed drives can be simultaneously replaced offline without data loss.

## Automatic Data Recovery (Rebuild)

When you replace a hard drive in an array, the controller uses the fault-tolerance information on the remaining drives in the array to reconstruct the missing data (the data that was originally on the replaced drive) and write it to the replacement drive. This process is called automatic data recovery, or rebuild. If fault tolerance is compromised, this data cannot be reconstructed and is likely to be permanently lost.

If another drive in the array fails while fault tolerance is unavailable during rebuild, a fatal system error may occur, and all data on the array is then lost. In exceptional cases, however, failure of another drive need not lead to a fatal system error. These exceptions include:

- Failure after activation of a spare drive
- Failure of a drive that is not mirrored to any other failed drives (in a RAID 1+0 configuration)
- Failure of a second drive in a RAID ADG configuration

### Time Required for a Rebuild

The time required for a rebuild varies considerably, depending on several factors:

- The priority that the rebuild is given over normal I/O operations (you can change the priority setting by using ACU)
- The amount of I/O activity during the rebuild operation
- The rotational speed of the hard drives
- The availability of drive cache
- The brand, model, and age of the drives
- The amount of unused capacity on the drives

- The number of drives in the array (for RAID 5 and RAID ADG)

Allow approximately 15 minutes per gigabyte for the rebuild process to be completed. This figure is conservative, and newer drive models usually require less time to rebuild.

System performance is affected during the rebuild, and the system is unprotected against further drive failure until the rebuild has finished. Therefore, replace drives during periods of low activity when possible.



**CAUTION:** If the Online LED of the replacement drive stops blinking and the amber Fault LED glows, or if other drive LEDs in the array go out, the replacement drive has failed and is producing unrecoverable disk errors. Remove and replace the failed replacement drive.

When automatic data recovery has finished, the Online LED of the replacement drive stops blinking and begins to glow steadily.

## Failure of Another Drive During Rebuild

If a non-correctable read error occurs on another physical drive in the array during the rebuild process, the Online LED of the replacement drive stops blinking and the rebuild abnormally terminates.

If this situation occurs, reboot the server. The system may temporarily become operational long enough to allow recovery of unsaved data. In any case, locate the faulty drive, replace it, and restore data from backup.

## Upgrading Hard Drive Capacity

You can increase the storage capacity on a system even if there are no available drive bays by swapping drives one at a time for higher capacity drives. This method is viable as long as a fault-tolerance method is running.



**CAUTION:** Because it can take up to 15 minutes per gigabyte to rebuild the data in the new configuration, the system is unprotected against drive failure for many hours while a given drive is upgraded. Perform drive capacity upgrades only during periods of minimal system activity.

To upgrade hard drive capacity:

1. Back up all data.
2. Replace any drive. The data on the new drive is recreated from redundant information on the remaining drives.



**CAUTION:** Do not replace any other drive until data rebuild on this drive is complete.

3. When data on the new drive has been rebuilt (the Activity LED turns off), repeat the previous step for the other drives in the array, one at a time.

When you have replaced all drives, you can use the extra capacity to either create new logical drives or extend existing logical drives. For more information about these procedures, refer to the *HP Array Configuration Utility User Guide*.

## Moving Drives and Arrays

You can move drives to other ID positions on the same array controller. You can also move a complete array from one controller to another, even if the controllers are on different servers.

Before you move drives, the following conditions must be met:

- If moving the drives to a different server, the new server must have enough empty bays to accommodate all the drives simultaneously.
- The move will not result in more than 14 physical drives per controller channel.
- No controller will be configured with more than 32 logical volumes.
- The array has no failed or missing drives.
- The array is in its original configuration.

- The controller is not reading from or writing to any of the spare drives in the array.
- The controller is not running capacity expansion, capacity extension, or RAID or stripe size migration.
- The controller is using the latest firmware version (recommended).

If you want to move an array to another controller, you must also consider the following additional limitations:

- All drives in the array must be moved at the same time.
- In most cases, a moved array (and the logical drives that it contains) can still undergo array capacity expansion, logical drive capacity extension, or migration of RAID level or stripe size. An exception occurs when the array meets **all** of these conditions:
  - It was originally created on a SMART-2/P, SMART-2DH, SA-3200, SA-3100ES, SA-4200, SA-4250ES, or SA-530x controller.
  - It is moved to a controller that does not have a battery-backed cache.
  - It has less than 4 MB of unused capacity.
- If a controller contains a RAID ADG logical volume, none of the arrays on the controller can be moved **directly** to a controller that does not support RAID ADG. The arrays can be moved **indirectly**, as described by the instructions in this section.

When all the conditions have been met:

1. Back up all data before removing any drives or changing configuration. This step is **required** if you are moving data-containing drives from a controller that does not have a battery-backed cache.
2. Power down the system.
3. If you are moving an array from a controller that contains a RAID ADG logical volume to a controller that does not support RAID ADG:
  - a. Remove or disconnect the drives that contain the RAID ADG logical volume.
  - b. Reboot the server.



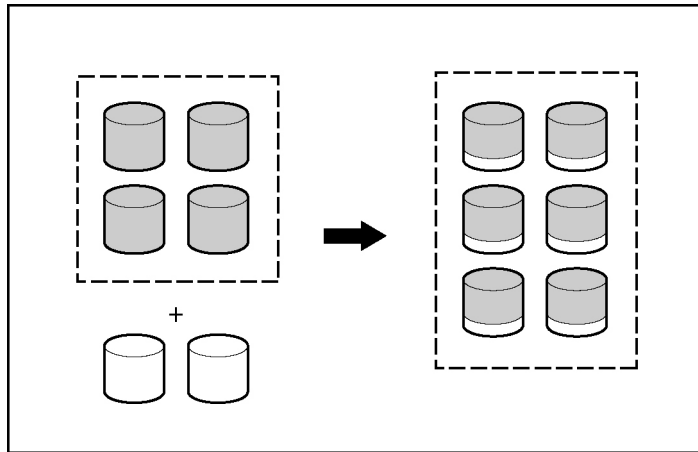
- c. Open ACU and navigate to the controller that contained the RAID ADG volume.  
ACU displays the missing RAID ADG volume using a different icon to indicate that the volume is unavailable.
  - d. Delete the RAID ADG volume.
  - e. Accept the configuration change, and then close ACU.
  - f. Power down the system.
4. Move the drives.
  5. Power up the system. If a 1724 POST message is displayed, drive positions were changed successfully and the configuration was updated.  
If a 1785 (Not Configured) POST message is displayed:
    - a. Power down the system immediately to prevent data loss.
    - b. Return the drives to their original locations.
    - c. Restore the data from backup, if necessary.
  6. Check the new drive configuration by running ORCA or ACU ("Configuring an Array" on page [9](#)).

## Adding Drives

You can add hard drives to a system at any time, as long as you do not exceed the maximum number of drives that the controller supports. You can then either build a new array from the added drives or use the extra storage capacity to expand the capacity of an existing array.

To perform an array capacity expansion, use ACU. If the system is using hot-pluggable drives, you can expand array capacity without shutting down the operating system (that is, with the server online) if ACU is running in the same environment as the normal server applications. (For more information, refer to the *HP Array Configuration Utility User Guide*.)

The expansion process is illustrated in the following figure, in which the original array (containing data) is shown with a dashed border and the newly added drives (containing no data) are shown unshaded. The array controller adds the new drives to the array and redistributes the original logical drives over the enlarged array one logical drive at a time. This process liberates some storage capacity on each of the physical drives in the array. During this procedure, the logical drives each keep the same fault-tolerance method in the enlarged array that they had in the smaller array.



When the expansion process has finished, you can use the liberated storage capacity on the enlarged array to create new logical drives. Alternatively, you can enlarge one of the original logical drives. This latter process is called **logical drive capacity extension** and is also carried out using ACU.

---

# Diagnosing Array Problems

## In This Section

Diagnostic Tools.....[35](#)

## Diagnostic Tools

Several diagnostic tools provide feedback about problems with arrays. The most important are:

- **ADU**

This utility is available on the SmartStart CD. The meanings of the various ADU error messages are provided in the *HP Servers Troubleshooting Guide*.

- **POST Messages**

Smart Array controllers produce diagnostic error messages at reboot. Many of these POST messages are self-explanatory and suggest corrective actions. For more information about POST messages, refer to the *HP Servers Troubleshooting Guide*.

- **Server Diagnostics**

To use Server Diagnostics:

- a. Insert the SmartStart CD into the server CD-ROM drive.
- b. Click **Agree** when the license agreement is displayed, and select the **Maintenance** tab.
- c. Click **Server Diagnostics**, and follow the on-screen prompts and instructions.



---

# Probability of Logical Drive Failure

## In This Section

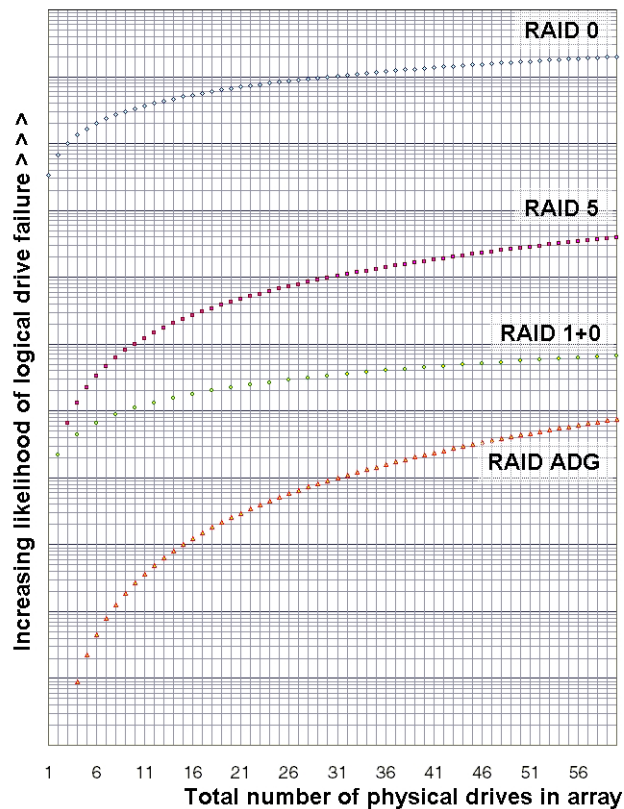
Factors Involved in Logical Drive Failure.....[37](#)

## Factors Involved in Logical Drive Failure

The probability that a logical drive will fail depends on the RAID level setting and on the number and type of physical drives in the array. If the logical drive does not have an online spare, the following results apply:

- A RAID 0 logical drive fails if only one physical drive fails.
- A RAID 1+0 logical drive fails if any two failed physical drives are mirrored to each other.
  - The **maximum** number of physical drives that can fail **without** causing failure of the logical drive is  $n/2$ , where  $n$  is the number of hard drives in the array. In practice, a logical drive usually fails before this maximum is reached. As the number of failed physical drives increases, it becomes increasingly likely that the newly failed drive is mirrored to a previously failed drive.
  - The **minimum** number of physical drive failures that can cause the logical drive to fail is two. This situation occurs when the two failed drives are mirrored to each other. As the total number of drives in the array increases, the probability that the only two failed drives in an array are mirrored to each other decreases.
- A RAID 5 logical drive fails if two physical drives fail.
- A RAID ADG logical drive fails when three physical drives fail.

## Probability of Logical Drive Failure vs. Number of Drives in Array



# Drive Arrays and Fault-Tolerance Methods

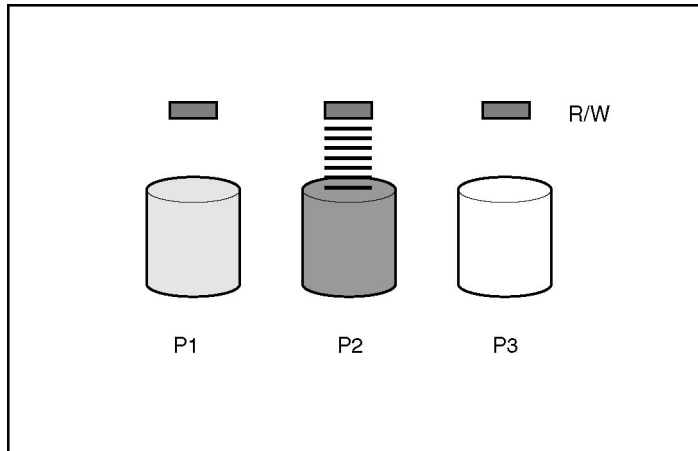
## In This Section

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Fault-Tolerance Methods.....	<a href="#">42</a>

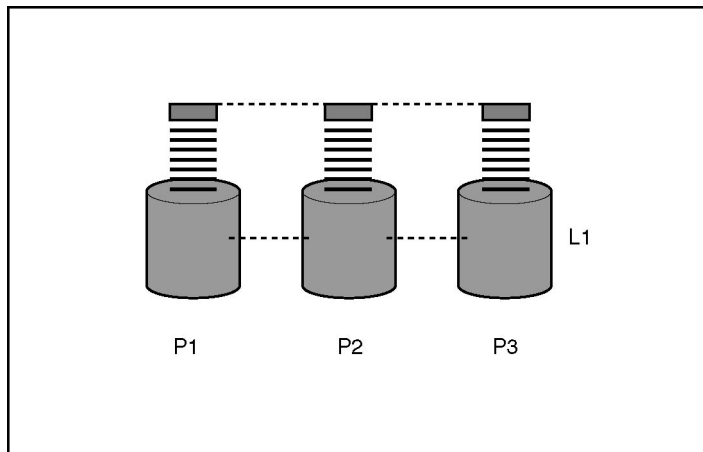
## Drive Arrays

The capacity and performance of a single physical (hard) drive is adequate for home users. However, business users demand higher storage capacities, higher data transfer rates, and greater protection against data loss when drives fail.

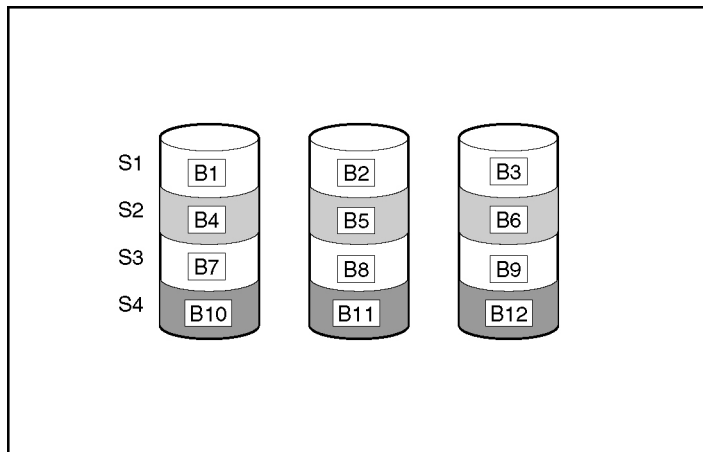
Connecting extra physical drives ( $P_n$  in the figure) to a system increases the total storage capacity but has no effect on the efficiency of read/write (R/W) operations. Data can still be transferred to only one physical drive at a time.



With an array controller installed in the system, the capacity of several physical drives can be combined into one or more virtual units called **logical drives** (also called **logical volumes** and denoted by  $L_n$  in the figures in this section). Then, the read/write heads of all the constituent physical drives are active simultaneously, reducing the total time required for data transfer.



Because the read/write heads are active simultaneously, the same amount of data is written to each drive during any given time interval. Each unit of data is called a **block** (denoted by  $B_n$  in the figure), and adjacent blocks form a set of data **stripes** ( $S_n$ ) across all the physical drives that comprise the logical drive.

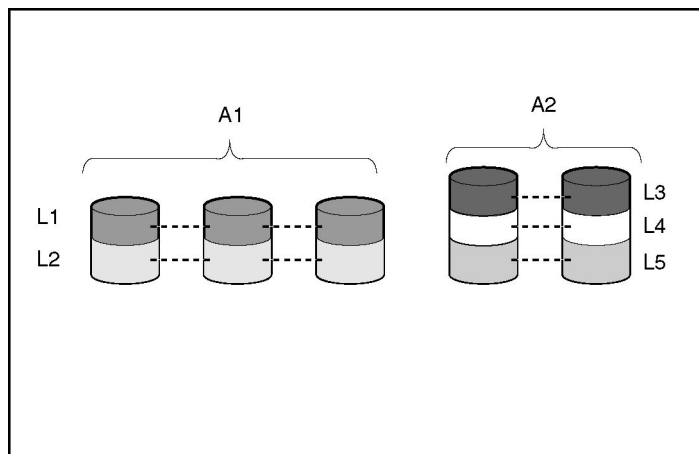




For data in the logical drive to be readable, the data block sequence must be the same in every stripe. This sequencing process is performed by the array controller, which sends the data blocks to the drive write heads in the correct order.

A natural consequence of the striping process is that each physical drive in a given logical drive will contain the same amount of data. If one physical drive has a larger capacity than other physical drives in the same logical drive, the extra capacity is wasted because it cannot be used by the logical drive.

The group of physical drives containing the logical drive is called a **drive array**, or just **array** (denoted by  $A_n$  in the figure). Because all the physical drives in an array are commonly configured into just one logical drive, the term array is often used as a synonym for logical drive. However, an array can contain several logical drives, each of a different size.



Each logical drive in an array is distributed across all of the physical drives within the array. A logical drive can also extend across more than one port on the same controller, but it cannot extend across more than one controller.

Drive failure, although rare, is potentially catastrophic. For arrays that are configured as shown in the previous figure, failure of any physical drive in the array causes every logical drive in the array to suffer irretrievable data loss. To protect against data loss due to physical drive failure, logical drives are configured with **fault tolerance** ("Fault-Tolerance Methods" on page [42](#)).

For any configuration except RAID 0, further protection against data loss can be achieved by assigning a drive as an **online spare** (or **hot spare**). This drive contains no data and is connected to the same controller as the array. When any other physical drive in the array fails, the controller automatically rebuilds information that was originally on the failed drive to the online spare. The system is thus restored to full RAID-level data protection, although it now no longer has an online spare. (However, in the unlikely event that another drive in the array fails while data is being rewritten to the spare, the logical drive will still fail.)

When you configure an online spare, it is automatically assigned to all logical drives in the same array. Additionally, you do not need to assign a separate online spare to each array. Instead, you can configure one hard drive to be the online spare for several arrays if the arrays are all on the same controller.

## Fault-Tolerance Methods

Several fault-tolerance methods exist. Those most often used with Smart Array controllers are hardware-based RAID methods.

Two alternative fault-tolerance methods that are sometimes used are also described ("Alternative Fault-Tolerance Methods" on page [48](#)). However, hardware-based RAID methods provide a much more robust and controlled fault-tolerance environment, so these alternative methods are seldom used.

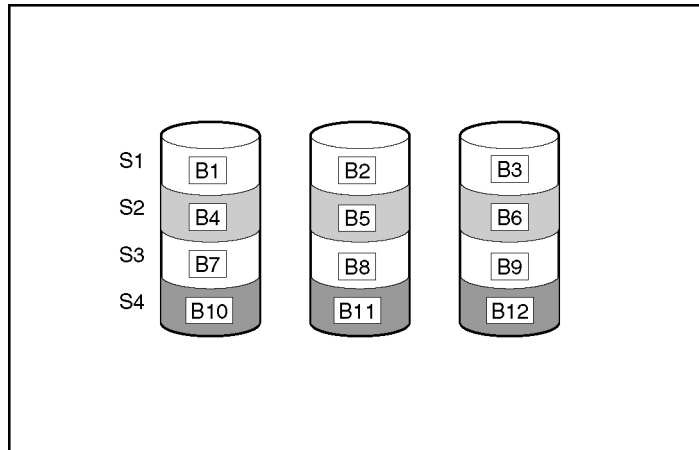
## Hardware-Based Fault-Tolerance Methods

The hardware-based methods that are recommended for use with Smart Array controllers are:

- RAID 0—Data Striping only (no fault tolerance)
- RAID 1+0—Drive Mirroring
- RAID 5—Distributed Data Guarding
- RAID ADG—Advanced Data Guarding

## RAID 0—No Fault Tolerance

A RAID 0 configuration provides data striping, but there is no protection against data loss when a drive fails. However, it is useful for rapid storage of large amounts of noncritical data (for printing or image editing, for example) or when cost is the most important consideration.



### Advantages:

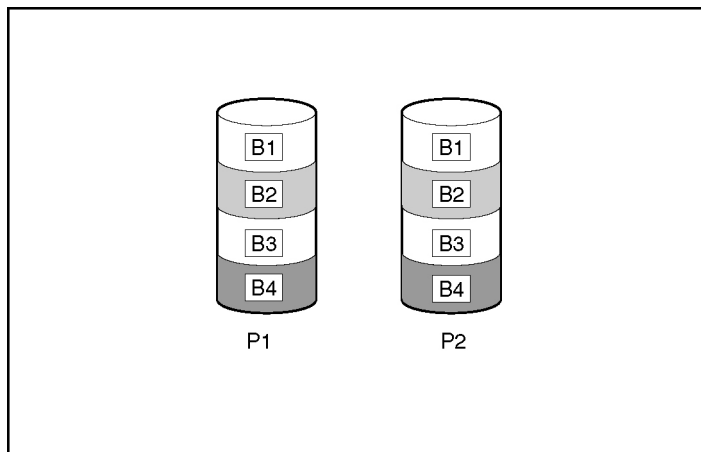
- Has the highest write performance of all RAID methods.
- Has the lowest cost per unit of stored data of all RAID methods.
- All drive capacity is used to store data (none is needed for fault tolerance).

### Disadvantages:

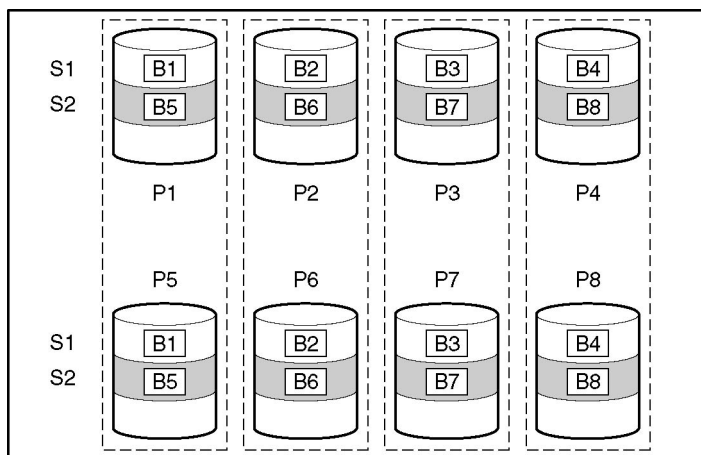
- All data on the logical drive is lost if a physical drive fails.
- Cannot use an online spare.
- Can only preserve data by backing it up to external drives.

## RAID 1+0—Drive Mirroring

In a RAID 1+0 configuration, data is duplicated to a second drive.



When the array has more than two physical drives, drives are mirrored in pairs.



In each mirrored pair, the physical drive that is not busy answering other requests answers any read requests that are sent to the array. (This behavior is called **load balancing**.) If a physical drive fails, the remaining drive in the mirrored pair can still provide all the necessary data. Several drives in the array can fail without incurring data loss, as long as no two failed drives belong to the same mirrored pair.

This fault-tolerance method is useful when high performance and data protection are more important than the cost of physical drives.

**NOTE:** When there are only two physical drives in the array, this fault-tolerance method is often referred to as RAID 1.

### Advantages:

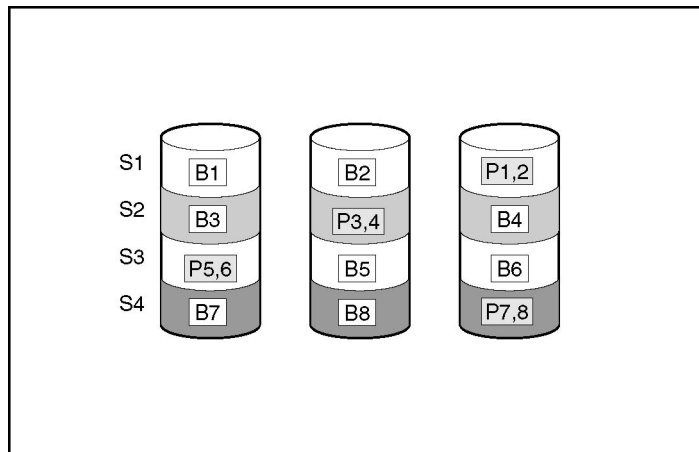
- Has the highest read and write performance of any fault-tolerant configuration.
- No data is lost when a drive fails, as long as no failed drive is mirrored to another failed drive (up to half of the physical drives in the array can fail).

### Disadvantages:

- This method is expensive (many drives are needed for fault tolerance).
- Only half of the total drive capacity is usable for data storage.

## RAID 5—Distributed Data Guarding

In a RAID 5 configuration, data protection is provided by **parity data** (denoted by P<sub>x,y</sub> in the figure). This parity data is calculated stripe by stripe from the user data that is written to all other blocks within that stripe. The blocks of parity data are distributed evenly over every physical drive within the logical drive.



When a physical drive fails, data that was on the failed drive can be calculated from the remaining parity data and user data on the other drives in the array. This recovered data is usually written to an online spare in a process called a **rebuild**.

This configuration is useful when cost, performance, and data availability are equally important.

**Advantages:**

- Has high read performance.
- Data is not lost if one physical drive fails.
- More drive capacity is usable than with RAID 1+0—parity information requires only the storage space equivalent to one physical drive.

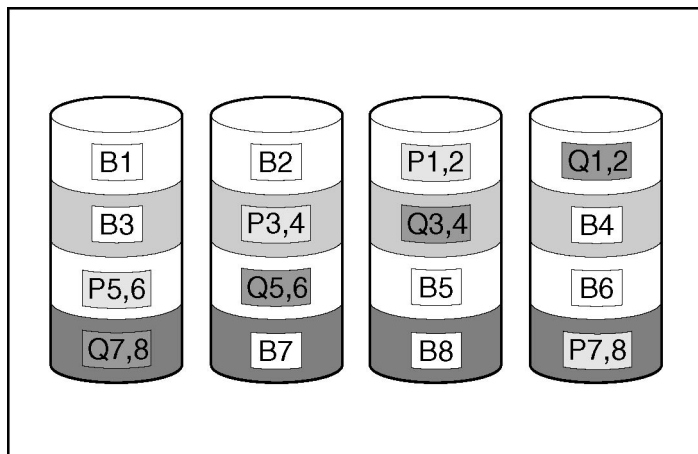
**Disadvantages:**

- Has relatively low write performance.
- Data is lost if a second drive fails before data from the first failed drive is rebuilt.

## RAID ADG—Advanced Data Guarding

**NOTE:** Not all controllers support RAID ADG.

RAID ADG, like RAID 5, generates and stores parity information to protect against data loss caused by drive failure. With RAID ADG, however, two different sets of parity data are used (denoted by  $P_{x,y}$  and  $Q_{x,y}$  in the figure), allowing data to still be preserved if two drives fail. Each set of parity data uses a capacity equivalent to that of one of the constituent drives.



This method is most useful when data loss is unacceptable but cost is also an important factor. The probability that data loss will occur when an array is configured with RAID ADG is less than it would be if it were configured with RAID 5.

#### Advantages:

- Has a high read performance.
- Allows high data availability—any two drives can fail without loss of critical data.
- More drive capacity is usable than with RAID 1+0—parity information requires only the storage space equivalent to two physical drives.

#### Disadvantages:

The main disadvantage of RAID ADG is a relatively low write-performance (lower than RAID 5), because of the need for two sets of parity data.

### Comparing the Hardware-Based RAID Methods

**NOTE:** Not all controllers support RAID ADG.

Item	RAID 0	RAID 1+0	RAID 5	RAID ADG
Alternative name	Striping (no fault tolerance)	Mirroring	Distributed Data Guarding	Advanced Data Guarding
Usable drive space*	100%	50%	67% to 93%	50% to 96%
Usable drive space formula	$n$	$n/2$	$(n-1)/n$	$(n-2)/n$
Minimum number of physical drives	1	2	3	4
Tolerates failure of one physical drive?	No	Yes	Yes	Yes
Tolerates simultaneous failure of more than one physical drive?	No	Only if no two failed drives are in the same mirrored pair	No	Yes
Read performance	High	High	High	High
Write performance	High	Medium	Low	Low

Item	RAID 0	RAID 1+0	RAID 5	RAID ADG
Relative cost	Low	High	Medium	Medium

**\*NOTE:** Values for usable drive space are calculated with these assumptions: (1) all physical drives in the array have the same capacity; (2) online spares are not used; (3) no more than 14 physical drives are used per array for RAID 5; and (4) no more than 56 drives are used with RAID ADG.

## Selecting a RAID Method

**NOTE:** Not all controllers support RAID ADG.

Most Important Criterion	Also Important	Suggested RAID Level
Fault tolerance	Cost effectiveness I/O performance	RAID ADG* RAID 1+0
Cost effectiveness	Fault tolerance I/O performance	RAID ADG* RAID 5 (RAID 0 if fault tolerance is not required)
I/O performance	Cost effectiveness Fault tolerance	RAID 5 (RAID 0 if fault tolerance is not required) RAID 1+0

## Alternative Fault-Tolerance Methods

Your operating system may also support software-based RAID or controller duplexing.

- **Software-based RAID** resembles hardware-based RAID, except that the operating system works with logical drives as if they were physical drives. To protect against data loss caused by physical drive failure, each logical drive must be in a different array from the others.
- **Controller duplexing** uses two identical controllers with independent, identical sets of drives containing identical data. In the unlikely event of a controller failure, the remaining controller and drives will service all requests.



Neither of these alternative fault-tolerance methods supports online spares or automatic data recovery, nor do they support auto-reliability monitoring or interim data recovery.

If you decide to use one of these alternative methods, configure your arrays with RAID 0 for maximum storage capacity and refer to your operating system documentation for further implementation details.



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# Electrostatic Discharge

## In This Section

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Grounding Methods to Prevent Electrostatic Discharge.....	<a href="#">52</a>

## Preventing Electrostatic Discharge

To prevent damaging the system, be aware of the precautions you need to follow when setting up the system or handling parts. A discharge of static electricity from a finger or other conductor may damage system boards or other static-sensitive devices. This type of damage may reduce the life expectancy of the device.

To prevent electrostatic damage:

- Avoid hand contact by transporting and storing products in static-safe containers.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free workstations.
- Place parts on a grounded surface before removing them from their containers.
- Avoid touching pins, leads, or circuitry.
- Always be properly grounded when touching a static-sensitive component or assembly.

## Grounding Methods to Prevent Electrostatic Discharge

Several methods are used for grounding. Use one or more of the following methods when handling or installing electrostatic-sensitive parts:

- Use a wrist strap connected by a ground cord to a grounded workstation or computer chassis. Wrist straps are flexible straps with a minimum of 1 megohm  $\pm 10$  percent resistance in the ground cords. To provide proper ground, wear the strap snug against the skin.
- Use heel straps, toe straps, or boot straps at standing workstations. Wear the straps on both feet when standing on conductive floors or dissipating floor mats.
- Use conductive field service tools.
- Use a portable field service kit with a folding static-dissipating work mat.

If you do not have any of the suggested equipment for proper grounding, have an authorized reseller install the part.

For more information on static electricity or assistance with product installation, contact your authorized reseller.

# Acronyms and Abbreviations

**ACR**

Array Configuration Replicator

**ACU**

Array Configuration Utility

**ADU**

Array Diagnostics Utility

**ESD**

electrostatic discharge

**LED**

light-emitting diode

**MTBF**

mean time between failures

**ORCA**

Option ROM Configuration for Arrays

**POST**

Power-On Self-Test

**RAID**

redundant array of inexpensive (or independent) disks

**RBSU**

ROM-Based Setup Utility

**SA**

Smart Array

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